



EMPLOYMENT OPPORTUNITY

CITY OF LONG BEACH
DEPARTMENT OF FINANCIAL MANAGEMENT
COMMERCIAL SERVICES BUREAU

CUSTOMER SERVICE REPRESENTATIVE II – NON CAREER

THE ORGANIZATION

With a staff of approximately 240 employees, the Department of Financial Management administers the financial affairs of the City and provides related services to citizens, elected officials, and City departments. The Commercial Services Bureau provides a range of customer and financial services to the City and its residents, including billing, collections, payment processing, and customer service for ambulance transports, permits, business licensing, parking citations, marina slip fees, utility services, and various other City services.

THE POSITION

The Commercial Services Bureau in the Department of Financial Management is seeking qualified applicants for the position of Customer Service Representative II - Non-Career. This position requires a friendly, energetic, organized, multitasking individual who responds well in a fast-paced environment. This is an at-will, part-time position. The selected candidate will be scheduled to work up to 28 hours per week. Example duties include:

- Interact directly with the public and City staff by phone, mail and in person;
- Research accurate billing information;
- Prepare and respond to correspondence;
- Perform general office duties such as data entry, filing, faxing, emailing, and scanning documents;
- Operate a personal computer, calculator and related equipment;
- Review, enter, and update information in the Ambulance Billing System and Billing & Collections Systems; and,
- Perform other duties as required.

QUALIFICATIONS

- Six months of recent clerical, data entry and/or customer service experience;
- Experience with Microsoft Word and Excel (experience with Outlook and Access is desirable);
- Ability to perform data entry and mathematical calculations accurately; and
- Ability to exercise tact, judgment, and patience in assisting the public and City staff.



SALARY

\$15.569 to \$21.249 per hour.

APPLICATION PROCESS

This recruitment will close at 4:00 PM on Monday, July 6, 2015.

To be considered for the position, please submit a letter of interest and resume via email in Word or PDF format. Include FM15-024 at the start of your subject line and submit to:

Georgette.Wittman@longbeach.gov

Submissions will be reviewed, and the most highly qualified candidates will be invited to participate in further selection procedures. Incomplete applications and those that clearly do not meet the position qualifications will not be considered.

This recruitment may be extended if sufficient qualified applications are not received.

The City of Long Beach is an Equal Opportunity Employer. We value and encourage diversity in our workforce. The City of Long Beach intends to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. If a special accommodation is desired, or if you would like to request this information in an alternative format, please call (562) 570-5486. In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.